CITY OF MILWAUKIE

CLASSIFICATION: RECORDS AND WEB SPECIALIST

Department: City Recorder

Pay Grade: 60

FLSA Status: Non-exempt

Union Representation: AFSCME

CLASSIFICATION SUMMARY:

Incumbent performs a variety of journey level electronic records administration and website infrastructure duties. This position is primarily responsible for the city-wide electronic records management solution as well as the City's website infrastructure and architecture. Position has a high degree of interaction with internal customers. This position works under the direct supervision of both the City Recorder and Assistant City Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)

- Assists in the development and maintenance of an enterprise records management program with regard to use, retention, preservation and disposition of electronic records in compliance with state archival policies and procedures.
- Participates in consulting with city departments to determine electronic records management needs; troubleshoot conversion processes, indexing, quality assurance requirements, output routing needs and searching strategies.
- Assists in implementing industry specifications for quality control and accurate indexing, as well as provides hand-on training or instruction at individual work stations to records officers or other staff city-wide in electronic document conversion processes and the enterprise records management systems (ERMS) use. Assists the City Recorder with vendor and third-party contracts for ongoing ERMS development and maintenance.
- Prepares periodic reports of performance; prepares procedural and training manuals for use city-wide and participates in destruction reporting.
- May serve as a lead, providing functional and technical oversight and training to assigned staff and other records officers city-wide
- Responds to and resolves software users' inquiries and complaints and escalates problems or issues to vendor representatives or programmers as needed; coordinates with the Information Technology Department to troubleshoot and resolve local system problems.
- Demonstrates continuous efforts to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Maintains confidential and private information in accordance with applicable regulations, policies and procedures.
- Attends and participates in professional group meetings and committees; stays abreast of trends and innovations in electronic records management for business applications and any changes in State statutes.
- Oversees the City's website architecture and provides first point of contact for technical support; escalates issues to web developer vendor.

- Assists Public Affairs Specialist and Assistant City Manager in design, development, implementation and maintenance of the City's external web site.
- Assists the Assistant City Manager with negotiations on vendor and third-party contracts for ongoing website development and maintenance.
- Coordinate and support the maintenance, upgrading and conversion of existing web site. Researches best practices and performs compatibility assessments for new models.
- Participates in website operational processes including analytics assessments, and user interface and architecture policy/procedure development and implementation.
- Provides instruction and training on website content management system to department content managers to enable them to manage their departmental site(s).
- Serves as a member of the webmaster group.
- Provides occasional support to the Office of the City Recorder and City Manager's Office functions, such as but not limited to special City events.
- Performs other duties as required.

MINIMUM QUALIFICATIONS:

Knowledge of:

- HP Records Manager or equivalent software.
- Electronic records management standards as set by the State Archives.
- Computer applications and uses for managing records.
- Records destruction procedures.
- Office procedures.
- Website content management systems.
- Website application architecture.
- Image processing and optimization.
- Knowledge of website form building and reporting.

Skills and Abilities to:

1. Prepare clear reports of a technical nature.
2. Compile and tabulate statistical data and prepare reports and summaries.
3. Work independently, prioritizing multiple tasks to meet deadlines, maintaining accuracy and attention to detail.
4. Resolve problems within parameters of assigned function.
5. Work with customers, both internal and external.
6. Work as a team member.
7. Establish and maintain effective working relationships.
8. Perform the essential functions of the job

Required Education, Training and Experience
(Any combination of education and experience that has provided the knowledge, skills and abilities to perform the essential duties of this position. Prior work experience and educational requirements listed are typical ways of

obtaining the required qualifications. Other equivalent combinations of education, training and experience will be considered.)

- Associates degree from an accredited college or university with a degree in information systems, records management, business administration, or closely related field.
- Four (4) years of records management and/or Web architecture experience with two (2) years of experience providing administration and technical support to users of an electronic document management systems or Web design support.

Licensing/Special Requirements:

- Must be able to pass the department's security clearance standards.
- Must receive Criminal Justice Information Services (CJIS) level 3 certification within 6 months of hire.

SUPPLEMENTAL INFORMATION:

Tools and Equipment Used:

- Computer, printer, scanner, telephones, and copy machines; Computer software including MS based word-processing and spreadsheet, image editing, and specialized cloud based records management applications and website content management systems.

Supervision:

- This position does not provide supervision to any other staff.
- Operates under the general direction and supervision of the City Recorder and Assistant to the City Manager.

Working Conditions:
(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential job functions.)

- Work is performed in office setting with extensive sedentary work at a computer workstation.

The job classification description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Classification History:

Drafted: 1/2019
Adopted: 1/2019
Revised: